



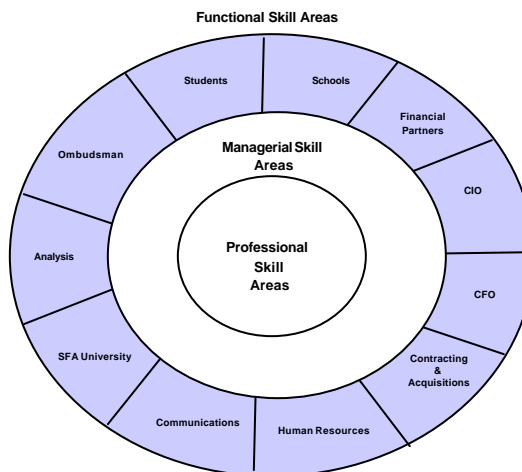
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Schools Channel Skill Catalog

Schools Channel

Functional Skills List:

- ☐ Accounting
- ☐ Contract Management
- ☐ Default Prevention
- ☐ Learning Design and Development
- ☐ Office Administration
- ☐ Payment Processing
- ☐ Planning and Budgeting
- ☐ Policy, Regulation and Legislation Awareness
- ☐ Product Knowledge
- ☐ Public Awareness/Public Relations for Schools
- ☐ Research and Analysis
- ☐ Risk Management
- ☐ Technical Assistance
- ☐ Technology Planning
- ☐ Training Delivery





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Accounting

Analyzes, verifies, and conducts basic financial transactions in accordance with general accounting principles and regulatory reporting.

Meets Expectations

Exhibits 3 of the 5 behaviors listed for “Meets Expectations” standard:

- Demonstrates knowledge of general accounting principles and regulatory reporting
- Applies working knowledge of general ledger management, funds management, payment management, and receipt management to carry out basic financial and accounting activities
- Records, analyzes and verifies operational, business and financial transactions in compliance with general accounting principles and regulatory reporting

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Improvement Required

Exhibits less than 3 of the 5 behaviors listed for “Meets Expectations” standard.



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Contract Management

Manages and monitors operating partners performance in accordance with government policies and procedures.

Meets Expectations

Exhibits 3 of the 5 behaviors listed for “Meets Expectations” standard:

- Demonstrates understanding of the contract management vision of SFA
- Applies contract management vision to develop, sustain and improve relations with contractors/vendors in order to meet SFA’s objectives
- Demonstrates understanding of federal contract management concepts, procedures and regulations
- Ensures compliance with government contracting regulations
- Demonstrates ability to develop, manage and monitor effective memorandums of understanding with vendors and third party service providers
- Demonstrates skill in working with vendors to lower costs associated with technology and processes
- Demonstrates ability to monitor progress and ensures vendor/contractor adheres to standards and expected outcomes

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Improvement Required

Exhibits less than 3 of the 5 behaviors listed for “Meets Expectations” standard.



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Default Prevention

Ensures accurate calculation of the cohort default rate and initiating action against institutions that exceed cohort default rate thresholds.

Meets Expectations

Exhibits 3 of the 5 behaviors listed for “Meets Expectations” standard:

- Demonstrates understanding of default management
- Ensures the accurate calculation of the cohort default rate
- Initiates administrative action against institutions that exceed cohort default rate thresholds

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Improvement Required

Exhibits less than 3 of the 5 behaviors listed for “Meets Expectations” standard.



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Learning Design and Development

Develops effective learning programs to address identified learning needs and goals.

Meets Expectations

Exhibits 3 of the 5 behaviors listed for “Meets Expectations” standard:

- Recognizes and describes learning needs and goals
- Designs, develops and implements learning and performance solutions
- Develops materials based on learning specifications and approach
- Develops program effectiveness measures
- Applies learning and performance support theories, concepts, and tools to assess learning needs
- Creates and enables a learning organization orientation for SFA employees

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Improvement Required

Exhibits less than 3 of the 5 behaviors listed for “Meets Expectations” standard.



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Office Administration

Performs administrative practices and support services to increase office effectiveness and efficiency.

Meets Expectations

Exhibits 3 of the 5 behaviors listed for “Meets Expectations” standard:

- Demonstrates ability to organize, plan and coordinate administrative functions
- Demonstrates ability to identify administrative procedural problems and recommend improvements that increase effectiveness and efficiency
- Uses knowledge of administration concepts and practices (answering phones, filing, scheduling, etc.) to plan, deliver and manage support services vital to SFA operations

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Improvement Required

Exhibits less than 3 of the 5 behaviors listed for “Meets Expectations” standard.



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Payment Processing

Prepares, compiles and analyzes financial transaction data for payment processing.

Meets Expectations

Exhibits 3 of the 5 behaviors listed for “Meets Expectations” standard:

- Demonstrates understanding of payment process
- Demonstrates ability to monitor and respond to issues throughout payment drawdown process
- Demonstrates ability to write queries to prepare and compile financial transaction data and analyze trends to advise senior management
- Demonstrates ability to initiate and maintain program and system changes to electronic Financial Management System (FMS)

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Improvement Required

Exhibits less than 3 of the 5 behaviors listed for “Meets Expectations” standard.



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Planning and Budgeting

Uses rules, appropriate information sources and tools to ensure accurate and timely reporting of business forecasts and budgets.

Meets Expectations

Exhibits 3 of the 5 behaviors listed for “Meets Expectations” standard:

- Demonstrates understanding of OMB regulations and overall Federal appropriations process
- Demonstrates understanding of rules, information sources and tools available to prepare and consolidate budgets and forecasts
- Demonstrates understanding of departmental and organizational budget formulation and fund control procedures and guidelines
- Demonstrates ability to apply planning and budgeting concepts ensuring accurate and timely reporting of business forecasts and budgets
- Analyzes and discusses budget implications
- Demonstrates ability to track and reconcile unit budget activities

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Improvement Required

Exhibits less than 3 of the 5 behaviors listed for “Meets Expectations” standard.



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Policy, Regulation and Legislation Awareness

Applies knowledge of Title IV policies, regulations, and legislation to make informed decisions.

Meets Expectations

Exhibits 3 of the 5 behaviors listed for “Meets Expectations” standard:

- Demonstrates understanding of general policies, regulation and legislation principles, laws and jurisprudence
- Demonstrates ability to use policy, regulation and legislation knowledge appropriately to make decisions that impact the organization

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Improvement Required

Exhibits less than 3 of the 5 behaviors listed for “Meets Expectations” standard.



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Product Knowledge

Utilizes knowledge of SFA's products to address customer questions and concerns and to enhance existing product offerings.

Meets Expectations

Exhibits 3 of the 5 behaviors listed for "Meets Expectations" standard:

- Demonstrates understanding of SFA's products
- Demonstrates ability to apply product knowledge to resolve customer questions and concerns
- Monitors product guidelines and legislation

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Improvement Required

Exhibits less than 3 of the 5 behaviors listed for "Meets Expectations" standard.



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Public Awareness/Public Relations for Schools

Applies understanding of communication techniques to build and maintain a positive public image for SFA and to establish a firm relationship with schools.

Meets Expectations

Exhibits 3 of the 5 behaviors listed for “Meets Expectations” standard:

- Demonstrates understanding of communication techniques including development of communication strategies and plans
- Applies knowledge of communication techniques and services to build and maintain a positive public image for SFA and to establish a firm relationship with schools

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Improvement Required

Exhibits less than 3 of the 5 behaviors listed for “Meets Expectations” standard.



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Research and Analysis

Applies understanding of basic research concepts, principles and methods to assess and evaluate information.

Meets Expectations

Exhibits 3 of the 5 behaviors listed for “Meets Expectations” standard:

- Demonstrates understanding of basic research concepts, principles and methods
- Demonstrates understanding of specific information sources and methods of information gathering to make fact-based decisions
- Utilizes analytical skills in assessing and evaluating information to identify trends and potential issues

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Improvement Required

Exhibits less than 3 of the 5 behaviors listed for “Meets Expectations” standard.



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Risk Management

Applies understanding of the concept and value of risk modeling to protect the assets of SFA.

Meets Expectations

Exhibits 3 of the 5 behaviors listed for “Meets Expectations” standard:

- Demonstrates understanding of the concept and value of risk modeling
- Demonstrates understanding of SFA’s compliance guidelines and oversight role within the industry
- Assesses and evaluates operations, financial and information systems to protect the assets of SFA and to promote outstanding customer services
- Demonstrates ability to detect, prevent and reduce losses arising from fraudulent transactions through development and use of systematic, comprehensive and collaborative risk modeling and fraud containment programs

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Improvement Required

Exhibits less than 3 of the 5 behaviors listed for “Meets Expectations” standard.



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Technical Assistance

Applies customer support principles to provide responses to customer inquiries. Develops and implements training and educational programs to meet customer needs.

Meets Expectations

Exhibits 3 of the 5 behaviors listed for “Meets Expectations” standard:

- Demonstrates understanding of impact of customer support on customer satisfaction and applies appropriate customer support principles related to SFA software and systems
- Demonstrates skill in providing complete, accurate and real-time support to customer inquiries about SFA software and systems
- Identifies customer needs and develops and implements appropriate training or educational programs to serve the customer

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Improvement Required

Exhibits less than 3 of the 5 behaviors listed for “Meets Expectations” standard.



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Technology Planning

Applies understanding of strategic IT goals and initiatives to identify service improvement and cost reduction opportunities.

Meets Expectations

Exhibits 3 of the 5 behaviors listed for “Meets Expectations” standard:

- Demonstrates understanding of strategic IT goals and objectives
- Demonstrates ability to apply strategic investment priorities to select IT initiatives that best support organizational goals and objectives
- Demonstrates understanding of IT initiative evaluation process
- Evaluates business process and technical requirements to identify service improvement and cost reduction opportunities
- Monitors emerging technologies and business process innovations to analyze their potential for streamlining SFA operations

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Improvement Required

Exhibits less than 3 of the 5 behaviors listed for “Meets Expectations” standard.



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Training Delivery

Utilizes understanding of training delivery and presentation techniques to effectively articulate content to participants.

Meets Expectations

Exhibits 3 of the 5 behaviors listed for “Meets Expectations” standard:

- Demonstrates understanding of training delivery and presentation techniques
- Effectively articulates training content to participants
- Demonstrates ability to coordinate and guide the exchange of information and ideas in training sessions
- Demonstrates ability to facilitate a positive learning environment

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Improvement Required

Exhibits less than 3 of the 5 behaviors listed for “Meets Expectations” standard.